

# Unsatisfactory Lab Specimens

## Public Health & Wellness



KPI Owner: Dr. Leslie Wolf

Process: Diagnose and Investigate

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary
Baseline: Cal2013 - 0.76% unsatisfactory specs	Goal: Maintain an unsatisfactory lab specimen percentage at or below 2%.	Data Source: Orchard Harvest Goal Source: Executive Leadership Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Percentage of lab specimens that are rejected and untested due to poor quality and acceptability. Why Measure: Improve patient care Next Improvement Step: Continue to monitor and diagnose
Benchmark: TBD			
How Are We Doing?			

Oct2014-Sep2015  
12 Month Goal

Oct2014-Sep2015  
12 Month Actual



Sep2015 Goal

Sep2015 Actual



2%

1%

2%

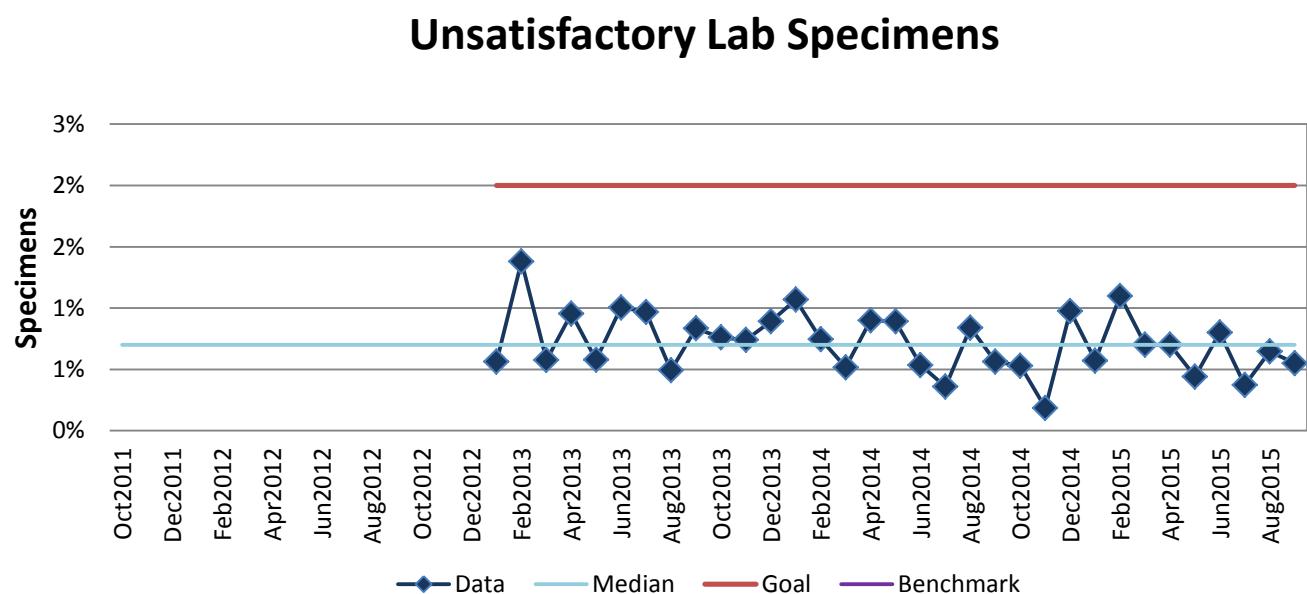
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Specimens

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**Root cause analysis is not necessary because there is no gap between the goal and current performance.**